

BIDDING DOCUMENT/REQUEST FOR PROPOSAL (RFP)



**TERMS OF REFERENCE OF BASELINE STUDY FOR
MAPPING OF HEALTHCARE ESTABLISHMENTS OF ISLAMABAD**

FY 2021-2022

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1. Introduction

The Islamabad Healthcare Regulatory Authority (IHRA) was established on 22nd May, 2018 to regulate the healthcare sector to ensure provision of quality healthcare services in Islamabad. It is an initiative to promote healthcare safety with a mandate to provide regulation and supervision in all forms and manifestations to the healthcare sector, both in private and public.

2. Our Mandate

The IHRA Act 2018 mandates the Authority to develop and enforce healthcare service delivery standards at Healthcare Establishments (HCEs), in order to eliminate avoidable clinical and administrative errors, manage complaints, inspect HCEs, improve the Quality of care delivered and ban quackery in all its forms and manifestations.

3. Purpose of assignment

The purpose of the assignment is to conduct a comprehensive census for mapping of healthcare establishments (HCEs) of Islamabad Capital Territory (ICT) covering both urban and rural geographic jurisdiction. In 2018 Ministry of NHR&C has conducted a mapping exercise of healthcare establishments which needs to be updated and leftover services like rehabilitation centers, cosmetic surgeries, Hijama Centers, sliming centers, home based clinics etc. needs to be included in proposed census.

4. Objectives of Technical Assistance

1. Enlistment of the healthcare establishments operational in ICT, to be part of Master Facility List (MFL) of WHO.
2. Latitude and longitude of the healthcare establishment
3. Operational status of healthcare establishments
4. Status of enlistment with IHRA
5. Details of healthcare professionals working in healthcare establishments
6. Enlistment of equipment
7. Details of services offered in the healthcare establishment
8. Briefing about IHRA role and mandate to those who have not been provisional registered with IHRA.
9. Distribution of sensitization material about how to get registered with IHRA and what are the benefits of being registered
10. Special enlistment of drug disorder rehabilitation centres along with services offered to patients

5. Scope of Work & Methodology

The consulting firm/consultant will be responsible to conduct the census of healthcare establishment as blanket coverage reach out scheme to all HCE of ICT along with its all prerequisites mentioned below;

- Meeting with IHRA technical team to finalize field plan including review of questionnaire, training, data collection, data entry, tabulation, report writing and logistical arrangements
- Field plan and timelines for overall data collection and each data collection team, in agreement with IHRA team.
- Training of field teams, arranging training event for field teams to train them on questionnaire (IHRA will monitor the trainings) and deployment plan.
- Orientation of online data collection application

- Field supervision of census activities
- Analyze data as per developed and agreed analysis plan
- A comprehensive final report detailing results, assessment and conclusions and recommendations

6. Deliverables

1. Conduct mapping of Healthcare Establishments of Islamabad Capital Territory both public and private.
2. Inception report
3. Presentation of findings
4. Draft report
5. Final report
6. The dataset of mapping exercise will be handed over to Islamabad Healthcare Regulatory Authority (both in hard and soft form) without having copy with consulting firm/consultant.

7. Major tasks to be accomplished

The consultant/firm will implement the assignment in 60 working days. The following will be the major tasks to be accomplished.

#	Task	Days
1	Planning	15
1.1	Meetings with IHRA technical team	5
1.2	Review of Questionnaire developed by IHRA technical team	5
1.3	Pilot Testing of questionnaire and mobile application	5
2	Training and Census	36
2.1	Recruitment and training of Census staff	3
2.2	Training of field teams	3
2.3	Census	20
2.4	Verification of enlisted data	10
3	Data analysis and report writing	9
3.1	Data analysis	2
3.2	Draft Report	4
3.2	Final Report along with handing over all the datasets	3
Total		60

8. Qualifications Required

Bidders are required to clearly identify and provide CVs for all those proposed in the Study Team, clearly stating their roles and responsibilities for this evaluation. Please note that the Consultant/Firm will be ultimately responsible for the enumerators and facilitators they are subcontracting to.

The proposed Consultant team should include the technical expertise and practical experience required to deliver the scope of work and evaluation outputs, in particular, with regards to:

1. Minimum of 10 years of experience in administering studies, collecting data and producing quality mixed-methods baseline/end line assessment focused study reports, preferably for international non-profit organizations or multilateral agencies and multi-country studies.
2. Demonstrated experience in designing baseline and end line studies including proven experience in sound sampling, mixed method approaches (quantitative and qualitative), tool development, enumerator training, etc.
3. Demonstrated experience recruiting, training and managing enumerators and facilitators for both quantitative and qualitative studies
4. Demonstrated experience in quantitative data and statistical analysis, using software such as SPSS or Stata.
5. Demonstrated experience in qualitative data analysis techniques, including the use of relevant software.
6. Specialization in women's economic and social empowerment, and gender equality issues and analysis.
7. Demonstrated experience in data management, including designing and managing gender- and age-disaggregated data and information systems capable of handling large datasets for study purposes.
8. Demonstrated experience in safeguarding and respecting vulnerable populations.
9. Fluency in English and Urdu is mandatory.

9. Date, Time & Address For Submitting Bids

Name of Procuring Agency	Islamabad Healthcare Regulatory Authority (IHRA).
Submission of Bids up to:	04 th June 2022 at 02:00 PM
Opening of Bids:	04 th June 2022 at 02:30 PM
Venue:	Meeting Room, IHRA. 3 rd Floor, DMLC Building (PRCS) Sufi Tabassum Road, H-8/2, Islamabad
Contact Person:	Deputy Director (Coord & In-charge Procurement).
Phone:	+92 51 9199-999

10. Proposal Submission Guideline

- i) Proposal should be filled in carefully (**preferably typed**). No correction/alteration is allowed. Each page must be signed and stamped. Incomplete forms will not be accepted.
- ii) Single Stage-Two Envelope Bidding Procedure specified in the Public Procurement Rules, 2004 shall be followed for receiving and processing the bids. Bid Security, not less than **1% of quoted price** as mentioned in Tender Documents in the shape of **Pay Order/Bank Draft** is required in the name of **Islamabad Healthcare Regulatory Authority, Islamabad**. Neither personal Cheque nor the bids received without earnest money will be accepted.
- iii) Bid validity period till **30-06-2022** must be clearly mentioned in the bid.

- iv) In case, the proposal is accepted by the competent authority, the earnest money will be retained till the completion of the agreement period. However, the earnest money of unsuccessful bidders will be returned on receipt of a written request.
- v) The offered rates should include GST/Government taxes, delivery, installation, necessary software charges, etc.
- vi) The bidder will have to submit an affidavit on stamp paper of **Rs.50/-** that the firm has not been blacklisted in the past on account of inefficiency to any public sector organization. The affidavit should be attested by the Notary Public. On account of the submission of false statements, the firm shall be blacklisted and debarred from the bidding process.
- vii) The contract will be awarded to the lowest evaluated bidder **after approval by the Purchase/Tender Committee**, whose decision will be treated as **final**.
- viii) The Result of the bid evaluation under Rule **35** of PP Rules, 2004 will be announced **fifteen** days prior to the award of the contract to the successful bidder. In case of any complaint of a bidder, a Redressal Grievance Committee already constituted in the IHRA will address the grievances.
- ix) The procuring Agency may reject all the bids or proposals at any time prior to the acceptance of a bid or proposal under rule 33 of the Rules.

(Muhammad Abubakar Hayat)
Deputy Director (Coord & In-charge Procurement)
Phone: (92-51) 9199999

11. Payment schedule

- | | |
|--------------------------------|-----|
| i. Signing of contract | 50% |
| ii. Submission of final report | 50% |

[Firm letterhead]

[Date]

To

Chief Executive Officer

Islamabad Healthcare Regulatory Authority

Re: Technical Proposal and Financial Proposal in respect of [Insert title of assignment] Dear Sir,

We offer to provide the Services for [Insert title of assignment] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal and financial proposals including the required documents in a sealed envelope.

We hereby declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you. Yours

sincerely,

Signature

Name and title of signatory:

Stamp

12. Annexure A - Report Format

IHRA would be open to receive suggestions for report formats from interested parties, but would expect the final baseline study report to include the following:

1. Title page
2. Contents page
3. List of abbreviations and acronyms
4. **Executive Summary** (maximum 2 pages, clearly summarizing the assessment and key findings in accessible language)
5. **Background** (maximum 3 pages on the context of the intervention and project objectives)
6. **Methodology** (maximum 3 pages detailing what data was collected, how it was collected and by whom, what the sample size was, details of control groups used (as applicable), any possible limitations to the assessment etc.)
7. **Findings and analysis** (approximately 15 pages giving the results of the assessment according to the TORs guidelines, combining qualitative and quantitative data, disaggregated by sex and age. The Findings section should also include a summary table showing updated information of existing HCEs)
8. Softcopy of database of HCEs.

Suggested Report length - 30 pages (excluding annexes).

13. Annexure B - Organizational Profile

Required Information	Response
Legal Name of Organization	
Year of Registration / Establishment of the Organization	
Is your organization a Private Sector entity, Not-for-Profit Organization or a University? Put cross in the relevant box	
What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	<input type="checkbox"/> Section 42 Company
	<input type="checkbox"/> Private Ltd. Company
	<input type="checkbox"/> Sole Proprietor
	<input type="checkbox"/> Partnership
	<input type="checkbox"/> Organization registered under Voluntary Social Welfare Agencies (Registration and Control) Ordinance 1961
	<input type="checkbox"/> Organization registered as Joint Stock Company under the Societies Registration Act 1860
	<input type="checkbox"/> Organization registered under The Trusts Act (II of 1882)
	<input type="checkbox"/> Others (please specify)
Name of Head of Organization	
Designation	
Email	
Phone & mobile numbers	
Postal address of Organization	
Phone	
Email	
Website	
Name of contact person*	
Designation	
Phone & mobile numbers	
Email	
In case of Joint Venture / Partnership or Consortium, please provide additional details as relevant.	

Form A - Experience Profile

This section carries 25% weightage for evaluation purposes

<p>1. To determine the applicant’s suitability for this assignment, IHRA requires information regarding <i>relevant</i> current or prior assignments conducted by the applicant. Use this form to provide details of your experience. Please note that this section will be scored based on your description of a maximum of eight <i>baseline / relevant researches</i> (which can be independently verified) and will demonstrate relevant local and international experience similar to the scope of work mentioned in the ToR. <i>Replicate the table for all baseline / relevant researches (25 points)</i></p>
Project title
Client, name and designation of contact person, office address and telephone number
Country and location
If any of these reports were prepared under a sub-contractual arrangement, provide names and contact information of references from the contracting entity.
Value of the agreement (in PKR or original currency of agreement):
Project description
Duration of the assignment (months)
Start date (month/year) and Completion date (month/year)
Size and description of sample (if applicable)
Methodology and tools used
Total number of staff-months (by your firm) on the assignment:
Name of associated consultants (if any)
Outcomes of the research / baseline / end line (please elaborate on ways in which this information was assessed, used and/or quoted).
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader)
Description of actual services provided by your staff within the assignment

Curriculum Vitae (CV) for proposed Key professional staff

1. Proposed Position: _____

2. Name of Staff: _____

3. CNIC No: _____

4. Education:

<i>Degree</i>	<i>Major/Minor</i>	<i>Institution</i>	<i>Date (MM/YYYY)</i>

5. Employment record:

<i>Employer</i>	<i>Position</i>	<i>From (MM/YYYY)</i>	<i>To (MM/YYYY)</i>

6. Detailed tasks assigned

[List all tasks to be performed under this assignment]

7. Work undertaken that best illustrates capability to handle the tasks assigned

1) Name of assignment or project: _____ Cost of Project _____ Year:

Location: _____

Client: _____

Main project features: _____

Form C - Proposed Approach and Methodology

**This section carries 35% weightage
for evaluation purposes**

(Please provide relevant details for each project baseline)

1. Provide a brief statement describing your understanding of IHRA's needs as per the ToR for this assignment. (5 points)
2. a) Describe the overall methodology of baseline study, this should cover your proposed primary and secondary research methodology, data collection methods (Secondary, Quantitative, Qualitative and triangulation mechanism). (10)
b) Indicate the main activities and phases of the assignment in the work schedule provided on the next page (<i>Form D</i>). (5)
3. a) Explain how you would develop the analysis framework and instruments for conducting this study. Please provide detailed rationale and basis for sampling and related procedures to reach at given baseline indicators. (5)
b) Outline the proposed operations strategy that will be used to reach out to stakeholders and experts. (<i>Please elaborate in detail on field operations and how teams will be dispersed geographically.</i>) (5)
c) Outline the quality assurance mechanisms that will be employed to conduct the baseline study. (2)
d) What are the risks you might face during this assignment? What is your risk mitigation strategy to address the given risks? (2)
e) Mention any <i>other</i> operational, technical or organisational strength not solicited elsewhere (or mentioned elsewhere in your proposal) that you consider relevant to this task. (1)

Form E – Financial Capability

**This section carries 10% weightage for
evaluation purposes**

Financial Capability of the Firms		
Last 3 years audited statements of the firms		
Sr. No	Year	Marks
1	2018-19	3.33
2	2019-20	3.33
3	2020-21	3.33
Total Marks		10

Annexure - D: Total Cost of Proposal

Item	Pak Rupees
Remuneration	
Reimbursable Expenses	
Applicable Taxes	
Total Costs of Financial Proposal¹	

FORM D 1 - BREAKDOWN OF COSTS BY ACTIVITY

S. No.	Activities ¹	Description ²	Total Cost of Activity (Pak Rupees)
1	Baseline Study Design Finalization		
1 A			
1 B			
2	Assessment Tools / Training of Field Staff		
2 A			
2 B			

3	Data Entry / Field Activities		
3 A			
3 B			
4	Report Writing and Analysis		
4 A			Add as necessary
	Total		

1 Names of activities should be the same as, or correspond to the ones indicated in the second column of Form D (Work Schedule).

2 Please include short description of the activities whose cost breakdown is provided in this Form.

FORM D2 BREAKDOWN OF REMUNERATION

S. No.	Name²	Position	Remuneration Rate (per Day)	No. of Units	Total Remuneration (PKR)	Justification/Budget notes
	Professional Staff					
	Support Staff					
	Total (PKR)					

Instructions:

- ¹ Professional/Key Staff as listed in Form B.
- ² Professional Staff should be indicated individually; Support Staff should be indicated per category (e.g. clerical staff).

FORM D3 - BREAKDOWN OF REIMBURSABLE EXPENSES

S. No	Description	Unit	Unit Cost (PKR)	No. of Units	Total (PKR)	Justification/Budget notes
1	Per diem allowances	Day				
2	Travel expenses	Trip				
3	Communication costs					
4	Drafting, reproduction of					
5	Use of computers, software					
6						
7						
8						
	Total (PKR)					

Annexure E - Technical Evaluation Criteria

Sr. No.	Category	Marks
1	Relevant Experience	25
2	Implementation Team	30
3	Approach and Methodology	35
4	Financial Capability	10
Total:		100

Note: Minimum passing score is 65.